

State of Wisconsin\Government Accountability Board

212 East Washington Avenue, 3rd Floor
Post Office Box 7984
Madison, WI 53707-7984
Voice (608) 261-2028
Fax (608) 267-0500
E-mail: gab@wisconsin.gov
<http://gab.wi.gov>



JUDGE GERALD C. NICHOL
Chair

KEVIN J. KENNEDY
Director and General Counsel

DATE: January 15, 2016

TO: Wisconsin County Clerks
Wisconsin Municipal Clerks
City of Milwaukee Election Commission
Milwaukee County Election Commission

FROM: Michael Haas, Elections Division Administrator
Marianne Griffin, Elections Specialist

SUBJECT: WisVote Live Update #1

We are one week into the WisVote system. We hope you are beginning to explore and understand the new system and have been able to start completing the pre-election tasks outlined in the Spring Primary Election Checklist I. Thank you to all of the clerks that have reported errors and suggestions. We have already incorporated a lot of the feedback into the improvements and error corrections we have made, and will continue to make in WisVote. G.A.B. staff is receiving a high volume of phone calls and emails. We appreciate your patience as we return phone calls and respond to emails as quickly as possible. This communication is being sent out as high-priority to inform WisVote users of staff availability on Martin Luther King, Jr. Day.

Martin Luther King, Jr. Day- Monday, January 18

Although state offices are closed in observance of the state holiday, a small group of G.A.B. staff will be available between the hours of 10 a.m. - 2 p.m. on Monday, January 18 to respond to immediate inquiries.

Issue tracking

System errors and suggestions are encouraged to be submitted directly into the WisVote Issue Tracker Survey (<https://gabapps.wi.gov/survey/SitePages/Home.aspx>). Submitting errors and suggestions through the issue tracker survey helps staff compile and review all of the feedback and problems that clerks encounter while using WisVote or the WisVote Learning Center. Please use the issue tracker to submit feedback about the new system, suggestions for enhancements or are seeing minor errors. If you have immediate concerns, please contact the Help Desk.

System Errors

Several system errors have been identified and will be corrected before the Primary Election in February. Errors and system enhancements that are more complicated and require system testing will be corrected during a WisVote system update on a bi-monthly schedule. Additional revisions will be made continuously as identified and resolved.

Resolved

- Absentee Application Error: error message occurred when entering absentee applications.
- DMV Checks: listed as “pending.” The DMV checks will now be run nightly.
- Letter and Mailings: if you have difficulty printing letters or mailings verify that your “compatibility view” is disabled. This can be done by clicking on Tools in the upper-right corner of your Internet Explorer browser and selecting Compatibility View settings. Remove “wi.gov” from your compatibility view websites. Note: “wi.gov” will need to be added back into compatibility view to see the ineligible lists in CRM 2011. You will need to remove wi.gov from compatibility view again after printing your lists. Ineligible lists will be migrated into WisVote at a later date, and then this step will no longer be required.
- Mapping/Pin Location: When moving an address pin on map, system was not storing the new pin location or updating exception status (if the pin was an exception).

To be resolved

- Duplicate Address Message: When users are entering addresses onto voter records, if they don’t find the address in the list and go to add the address as a new address, sometimes they are getting a message that the address already exists and they are not allowed to add it. In many cases this is because the address exists but its status is Inactive. (Addresses from SVRS where the pin location had never been verified by clerks were migrated as Inactive.) To resolve this issue, go to the Addresses tile and change the view to “Inactive Addresses”. Look for the address you were trying to add. Open that address and hit the Reactivate button. Move the pin on the map to the correct location and verify that the correct district combo is assigned. Then Save and Close. You will now be able to link this address to voters.
- Deactivating Voters: In some cases when users are trying to deactivate a voter, the voter does not deactivate. This occurs because the voter is missing some required fields, such as driver license or social security number. These are usually older records from SVRS where the voter was not required to provide this information. These voters can be deactivated from the Voter List tile instead. Please contact the G.A.B. for the specific steps to deactivate these voters. Voters who are not missing required fields can be deactivated without any problem.
- Voter Registration Number: If you are adding a new voter into the system, the voter registration number does not appear on the screen in WisVote so clerks do not know what the new registration number is. Staff is working on an update to display the voter registration number on the voter application even if it is a new voter. For now, voter registration numbers can be located quickly from the “New Voter Registrations with the Last Week” list located in the Voter Snapshot tile.
- Only Selected Elections Absentee Period Error: the “Only Selected Elections” absentee period option on the new absentee application form was not functioning and has been removed. We are working on a solution to correct the error; in the meantime, a separate absentee application can be submitted for each election the voter is requesting a ballot for using the, “Current Election” option. The “Calendar Year” and “All Future Elections” absentee period options are functioning correctly.

Developing New Icon for “Issues” and “FAQ” Reporting

In an effort to ensure streamlined communications between G.A.B. staff and WisVote users, staff is in the process of creating two new tiles that will appear in WisVote. The “Issues” tile will focus on problems that have been reported to staff and any resolution that has been taken. The “FAQ” tile will create a list of common questions that staff has received from WisVote users. Both tiles will be

maintained by G.A.B. staff and updated regularly. Users are encouraged to visit these tiles before calling G.A.B. in case these resources can help answer your question.

Data Verification

Please continue to verify your jurisdiction's data in WisVote. Most of the data that was in SVRS was transferred to WisVote. Please see [Update #6](#) for a more detailed explanation of the data transfer and what historical information was not transferred over to WisVote. Contact the G.A.B Help Desk if there are any data discrepancies.

MyVote Notifications

You will notice some changes to the notifications you receive from MyVote.wi.gov. The MyVote website receives all of its data and information directly from WisVote. The MyVote notifications are being rebuilt to make them compatible with WisVote.

The "Click and Mail" functionality that allows voters to enter their voter registration application information directly into SVRS for clerks to approve, has been disabled as we rebuild this feature to make improvements and to make it compatible with WisVote. Therefore, you will not receive daily application summary emails from MyVote letting you know about new voter applications.

You will continue to see notifications when military or permanent overseas voters submit absentee ballot applications through MyVote. However, the notifications will look a little different. When a voter submits an application through MyVote, we will send you a reminder email along with an excel spreadsheet that contains all of the relevant absentee application information. This email is simply a reminder that you have a pending absentee ballot request waiting for you in WisVote. If you receive a MyVote notification and have any questions, please contact the G.A.B. helpdesk.

Update to Internet Explorer 11

WisVote is intended to be used with the Internet Explorer web browser, not the Google Chrome or Firefox web browsers. However, if you have an old version of Internet Explorer, you may experience some functionality problems. Please update your browser to Internet Explorer 11, as Microsoft is no longer supporting versions 9 and 10.